

AED TRAVEL GUIDE FOR KABUL / DUBAI

Important Points of Contact:

AED Travel Coordinator SHERRI JEFFERIES: 070-01-7985 Cell, 011-93-70-01-7985 (International Dialing from the USA), 540-665-3476 (Commercial), 312-265-3476 (DSN). AED.Travel@tac01.usace.army.mil

Leisure Time Tourism: 011-971-50-651-9323 or 011-971-50-453-4732 (cell phones, International Dialing from the USA). To dial locally in Dubai: 050-651-9323 or 050-453-4732 (cell numbers). The owners are Kenth and Eva Premfors. Office local number from Dubai is 332-7226. From cell phone in Dubai is 04-332-7226, and from USA is 011-971-4-332-7226. If you have an emergency while in Dubai, Leisure Time can assist you. Leisure1@eim.ae or Lesertime@emirates.net.ae

Traders Hotel: Telephone 04-265-9888 (locally in Dubai from cell phone) or 011-971-4-265-9888 (International Dialing from the USA). Locally from another landline in UAE is 265-9888.

AED Operations Office: (Commercial) 540-665-3441, or DSN 312-265-3441. Cell: 011 93 79-916-3934, (International Dialing from USA) or 079-916-3934 (Local Cell Phone in Afghanistan).

Overview

With the exception of deploying and re-deploying military personnel carrying weapons; most AED personnel arrive and depart from AED HQs in Kabul via UNHAS to/from Dubai, United Arab Emirates, and onward via commercial airlines. The process allows personnel to move to/from Afghanistan to CONUS and other parts of the world, in less than two days. We've written this guide to help travelers successfully navigate their way through Kabul International Airport (KBL) and Dubai International Airport (DXB). Please take time to read this travel guide and keep it on-hand as a reference tool during your trip. Included are important phone numbers, points of contact and valuable information to assist you in a smooth, successful and worry free trip.

PLEASE NOTE: The time in Dubai is 30 minutes earlier than in Afghanistan. Remember to set your watches accordingly.

Inbound to Dubai from outside Afghanistan

Dubai's International Airport is world renowned as a well maintained, modern first-class airport. You'll first enter the Dubai International Airport through **Terminal 1**, the main passenger terminal. Follow the signs that direct you to Passport Control. You will ride down a long escalator, walk down a long hallway, and then ride up a short escalator. **At the top of the escalator, just before you arrive at Passport Control, there will be a Plasma screen to your right. Look for your name on the screen. Approach any person in a Yellow Jacket with "Marhaba" on it, and identify yourself by name. The individual should have a list with your name on it. Typically, multiple flights land right before and after midnight. Please ensure that you link up with the Marhaba representative because you are charged for the service even if you are a no-show.**



The Marhaba, Meet and Greet expeditor service helps you quickly clear Passport Control and will escort you to the baggage claim area. At the Baggage Claim area, there are luggage carts, free of charge, for your use. After collecting your luggage, pass through Customs Clearance and proceed through the sliding glass doors. Your expeditor will take you to Patriot Car Rental where you will be escorted to your car and driver. If you do not have an expeditor, but are booked at the Traders Hotel, walk up to the Traders Hotel counter, give them your name and they will coordinate transportation to the hotel. If you are booked at another hotel and are without an expeditor, you can easily hail a taxi at the front of the terminal. Taxis will accept US dollars for payment.

At The Hotel

Ensure you have the following information to confirm your lodging: the Hotel name, confirmation number, dates of stay and the name of the individual holding the reservation. In most instances, AED travelers stay at the Traders Hotel.

The AED Travel Coordinator books your hotel reservations when she books your UNHAS airline reservations to Dubai. Hotel reservations will be under your individual name. Transportation, from the hotel to the airport and back, is booked by Leisure Time, but please coordinate the departure time with the hotel Business Center located in the lobby of the hotel.



If you are on R & R, Leave-Between-Extended-Taskers, or if you are traveling TDY and the AED Travel Coordinator booked your room then transportation between the airport and hotel should be included in the price of your room. Otherwise, for a fee, the Traders Hotel will provide transportation from the hotel to the airport. It is your responsibility to confirm transportation from the hotel to the airport. The trip to the airport's **Terminal 2** normally takes between 15 to 30 minutes depending on traffic. We suggest you make these arrangements at the time of check-in, and confirm before checkout.

Traders Hotel is a 4-star hotel used by most personnel flying into Dubai from TAC, and outbound from Afghanistan. If the AED Travel Coordinator reserved your room, you are booked in a Club Room which includes your transportation, to and from the airport in the price of the room. Otherwise, if the room is booked by someone other than the AED Travel Coordinator, the cost is about \$15, each way, per vehicle. The hotel has restaurants, bars, gym, pool facilities and other amenities, English speaking staff and are frequented by many Americans and international travelers.



Dubai

In Dubai, East meets West. Renowned for its beautiful beaches, indoor ski slope and the most diverse architecture in the world, Dubai is also a tax free zone. Often called the "Shopper's Paradise," there are many shops and malls that help you part with your money as you purchase exotic one-of-a-kind goods. Hours vary according to the season and



religious holidays. Dubai is called the "Gold Capital" of the world. There is a shopping area called the "Gold Souk." While the stores have reasonable gold prices, watches, diamonds and other gems and jewelry, bartering is key when purchasing anything in Dubai. Most merchants and vendors speak English. Dubai, after sundown, is a lively city with most restaurants opening around 8:00 p.m. and not closing until 3:00 - 4:00 a.m.



Security

Dubai is a relatively safe city. That being said, it's always wise to travel with a battle buddy and maintain a low profile, as Americans may be targets for terrorists. Remember, individual situational awareness is your best defense in remaining safe throughout your travels.

UNHAS

United Nations Humanitarian Air Services (UNHAS) has authorized AED to fly civilian and military personnel (in civilian clothes with no weapons) in and out of Kabul and Dubai. AED employees wishing to fly UNHAS, **MUST** have an Official U.S. Passport with a multiple entry visa for Afghanistan, both must be valid, (non-expired status). You should seek the advice of the AED Travel Coordinator prior to traveling to ensure that both your visa and passport are in good standing.



AED civilian personnel, traveling on their 20-day R&R, Emergency Leave, and Leave between Extension Taskers, Leave in Lieu of 4 Day Pass, TDY, deployment and redeployment are allowed to fly roundtrip/one-way on UNHAS from Kabul to Dubai. Since weapons and excess baggage are restricted on UNHAS flights, most military personnel returning to the U.S. for redeployment must use MILAIR.

If you are returning from leave, you will need to provide an email address that you can access from any location so the AED Travel Coordinator can send you the return (Dubai – Kabul) UNHAS ticket confirmation. Your outbound ticket from Kabul – Dubai can be picked up the night prior to your flight from the AED Travel Coordinator.

Military personnel may fly UNHAS for their R&R or for emergency leave, but must follow the same procedures outlined for AED civilians.

Personnel currently assigned in Afghanistan should plan to book flights about 60 days prior to travel to be guaranteed a seat. Travel packages must be signed and submitted before any bookings can occur.

Bottom Line: No U.S. Official Passport with valid Afghanistan Visa - NO UNHAS flight.

Visa

If you are already in Afghanistan and you need to acquire or renew an Afghanistan Visa, please contact the AED Travel Coordinator.

Individual Body Armor

In-bound civilians will be issued their Individual Body Armor (IBA) upon arrival at AED. Civilian personnel redeploying to their HOR or thru TAC for CRC out-processing, will turn in their Individual Body Armor (IBA) with SAPI plates, protective collar and groin protector, and Kevlar helmet with cover to AED Logistics before departing Qalaa House. The Logistics Office will issue a 3161 (Turn in Document) showing that AED has your IBA and Kevlar helmet. You will be required to show your 3161 at TAC confirming that you cleared AED, as you out-process from the UDC. The PSD team has spare Kevlar and IBA for you to wear when in transit to/from Kabul airport.

From Dubai to Kabul

To reach Kabul via UNHAS, you need to check-in at the UNHAS ticket counter in **Terminal 2**.

REMEMBER: This is not the same terminal you flew into on your commercial flight from outside Afghanistan!

If, for some reason, you do not have your UNHAS ticket, go to the UNHAS Ticket Counter, inform the UNHAS attendant that you are with **AED** and provide your passport as identification. Check-in at the UNHAS ticket counter by 10 a.m.; and not later than 2 hours before the scheduled departure which is normally 12:00 p.m. Dubai time. After you check in with UNHAS, and receive a boarding pass and seat assignment, you will go through a security checkpoint where you will show your UNHAS ticket and U.S. passport to enter the general seating area.



Once you pass through the security checkpoint, there is a small snack bar to your left. Straight ahead is the general seating area. At each gate, there are electronic signs displaying the applicable flight information. The Duty Free store, directly across from the general seating area, is available for shopping until they announce the boarding for the UNHAS flight. The UNHAS flight to Kabul typically begins boarding between 11:30 a.m. and 12:00 noon. When your flight is called, give the gate agent your ticket and proceed into the restricted boarding area. From there, you will board a bus that will transport you to the plane. The flight is approximately 2 hours and 20 minutes. A light meal is served on this flight.

NOTE: UNHAS does not keep its ticket counter open very long and you cannot check-in if you are not there at the designated time. To book another UNHAS flight requires your coordination with the AED Travel Coordinator for another UNHAS ticket. **You are responsible for any additional costs associated with a missed flight; including all additional hotel costs and the \$300.00 UNHAS ticket.** Should you experience any delays, please purchase a phone card from the Duty Free store and call either the AED Travel Coordinator or the AED Operations Office at 011-93-70-07-3169 (Cell) or 001-540-542-1563 to update them on your status.

After landing at Kabul International Airport, a UNHAS bus will pick you up and take you to the terminal. Follow the crowd inside and get in one of the three lines for processing. The Afghan Passport Control Officer will stamp your passport then you will proceed to the baggage claim area. The best way to proceed through the baggage area is to allow one of the local Afghans to load your bags and take them out to the AED vehicle that is waiting in front of the terminal. **Ensure that YOU maintain positive control of all of your baggage.** Keep your baggage claim tags as they will ask for them as you depart the baggage claim area. **After clearing Passport Control, you will be met by one of AED's Local Nationals in the baggage claim area, who will be holding a red Corps of Engineers Castle card.** He speaks English and will assist you with linking up with the military convoy escort to Qalaa House. Provide the local Afghans with a \$1-3 tip, depending on the number of bags you have, after they complete taking your luggage out to the waiting vehicle.

If AED transportation has not arrived, please remain in the airport. DO NOT exit the airport and stand outside the terminal waiting for transportation. If the military escort is not waiting outside the terminal when you arrive and you have an Afghan cell phone, please call **AED Operations**. If you do not have an Afghan cell phone, find someone who does and ask them to call for you. They won't do this as a favor, so be prepared to pay them. AED PSD team personnel will bring an IBA and helmet with them for the trip back to Qalaa House.

Outbound from Kabul to Dubai:

All UNHAS tickets, for AED personnel departing from Kabul to Dubai, are issued the day prior to travel. Be sure to pick up your ticket from the AED Travel Coordinator after 4:00 p.m. the day prior to your flight.

Unless told otherwise by the AED Operations Center, departure time from Qalaa House is 0700. Security briefing for the ride to the airport is conducted at 0645 on the front porch area. Showtime at Kabul International Airport is not later than 0730.

Upon arriving at Kabul International Airport, AED Personal Security Detachment members (Soldiers and one of our Afghan Local Nationals) will escort you into the main passenger terminal and to the security point. At this location, **you are required to pay \$11.00 airport departure tax.** Exact change is always helpful. This departure tax may fluctuate by one or two dollars given the time of the year, so be prepared with extra singles just in case. The departure tax is a reimbursable expense and can be claimed on your travel voucher. Walk through the metal detector, place your luggage on the scanning table and be aware that your luggage may be hand-searched by the Afghan Airport Security personnel at every check-point. At the UNHAS counter, your luggage will be weighed and you will be issued a boarding card. For this flight you will not have an assigned seat. **The baggage weight limit is 30 KG or 66 lbs per person, including your carry-on baggage. Pack so your bags are not over the allowable 66 lbs.** If your carry-on luggage is large, you may be required to check it.

After UNHAS personnel accept your baggage and issue your boarding card, take your U.S. passport and go back out **the same** security checkpoint where you entered the terminal. The AED personnel who accompanied

you to the airport will escort you to the VIP lounge, and stay with you until you depart. At approximately 8:30 a.m., the UNHAS representative will come and tell you the flight is ready for boarding. Proceed through the final screening area. A shuttle bus will take you to the aircraft. After you leave the bus and prior to boarding the plane, you will physically identify your luggage by touching it while the handlers are watching. Do not overlook this responsibility or you will be called off the aircraft to complete the process which may delay the flight. If the flight is delayed because of you, you will become the least popular person onboard! The flight duration is 2 hours and 30 minutes.

The UNHAS flight arrives in Dubai from Kabul at Terminal 2 around 11:30 a.m. A bus will transport you from plane-side to the terminal. As you walk into Terminal 2, you will pass through Dubai Passport Control. Please ensure you have your U.S. passport in-hand and pick a line for "other than local nationals". Passport Control is a very easy process and takes only a couple of minutes, per person, to clear. The Passport Control agent stamps your passport allowing you to stay up to 60 days in the United Arab Emirates without a visa.

After you clear Passport Control, walk left to the Baggage Claim area. There are free hand carts readily available. Claim your luggage, and pass through another security check. Once your baggage has cleared the scanner, you may depart the building. This is where you would begin looking for your transportation to Traders Hotel.

When you arrive, from KABUL, at Terminal 2 with UNHAS, walk up to the individual holding the Traders Hotel sign, and tell them your name. If you are not on their list tell them that you are supposed to have reservations at the Traders, and that you also need a ride to the hotel. If there is no Greeter from Traders Hotel, then take a taxi to Traders. DO NOT GO TO ANOTHER HOTEL without first trying to check in at Traders. When you arrive at the hotel go to the check in desk, if they do not have your reservations have them call Eva Premfors from Leisure Time.



Contact Eva and tell her your reservation was not found, and give her your credit card information if she needs it. She will immediately book you a room and will resolve everything with the hotel personnel. Bills are forwarded to AED Travel and they will be emailed to you upon receipt.

If your flight is delayed, or you are rebooked on a flight other than that on which you were originally scheduled to arrive in Dubai, please try to alert the AED Travel Coordinator and/or Leisure Time Tourism, our expediting service (Leisure1@eim.ae).

Note: YOU WILL BE CHARGED FOR THE TRADERS HOTEL ROOM, AND THE MEET AND ASSIST, IF YOU HAVE NOT CANCELLED WITHIN 24 HOURS OF YOUR SCHEDULED ARRIVAL TIME IF YOU NO-SHOW AT THE HOTEL, OR YOU FAIL TO LINK UP WITH THE MARHABA PERSONNEL.

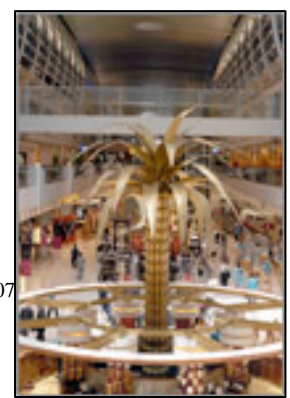
A Currency Exchange kiosk is located in the Baggage Claim area; the exchange rate is approximately 3.65 Dirham = \$1.00. Traders Hotel also provides currency exchange at a more competitive rate.

Outbound Travel from Dubai:

Departing Dubai for travel to locations other than Afghanistan takes a little more time. You need to arrive at the airport no later than 2 to 2 1/2 hours ahead of your departure time. Plan accordingly!

The airport is very busy even at 11:00 p.m. The taxi or shuttle will drop you off at your departure area. Free luggage carts are available curbside at **Terminal 1** (Main Passenger Terminal). **NOTE: This is not the same terminal where you landed when you arrived from Kabul.**

Proceed into Terminal 1 and through Airport security where your bags are x-rayed and checked, show your passport and go to the appropriate airline counter for



check-in. Major airlines in Dubai include: Emirates, Air France/Delta Airlines; Lufthansa/United Airlines; KLM/Northwest Airlines. The process is straight forward, but there are luggage weight restrictions. Ensure you have excess baggage authorized on your travel orders. All U.S. carriers now have a restriction of 50 pounds per bag (2 checked bags allowed plus a carry-on bag, and a laptop or purse) and the overweight charges are \$5 per pound. Check with your individual carriers via their on line website to ensure you are in compliance with their restrictions.

From ticketing, follow the signs to Passport Control. It is quite a walk but the airport is clearly marked. It takes about 30-45 minutes to clear Passport Control, pass through the next screening point, and enter the terminal. Again, there is a long walk to the International Terminal; however, there are escalators and moving sidewalks to help you along. The airport has a large Duty Free area in the terminal on the way to your departure gates. There is one final security check-point to clear before moving into the boarding area. Security at the airport is exceptional.

If you'd like us to add something to this guide, please provide your feedback to the AED Travel Coordinator, so we may incorporate your experiences into our travel processes.